



**Loyalist College Multi-Year Accessibility Plan**

**Reviewed and updated, Oct 2019**

**Integrated Accessibility Standards Regulations (IASR)**

## **Introduction:**

The Ontario Legislature passed the Ontarians with Disabilities Act in 2001 with the intent to ensure full and equal participation of people with disabilities into mainstream society. In 2005, the province introduced the Accessibility for Ontarians with Disabilities Act (AODA), which seeks to ensure a fully accessible Ontario by 2025. This law moves from the concept of accommodation, where we make alterations on a per-person basis depending on that person's disability, to one of inclusion and accessibility where process, procedures, and policies are designed to be easily accessible to everyone.

For more information on the *Accessibility for Ontarians with Disabilities (AODA)*, please visit:

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>

## **AODA Multi-year Accessibility Plan:**

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards (*O. Reg. 191/11, s. 4 (1) (2)*), the College has prepared this multi-year plan which contains deliverables and activities that will be worked on over the next 3 years. The multi-year plan is a fluid document and framework which provides high level deliverables and activities over the next 3 and 5 years.

An Integrated Accessibility Standards Tool Kit, funded by Colleges Ontario was developed by George Brown and Algonquin College. Loyalist College would like to thank both George Brown College and Algonquin College for providing such tremendous resources for the Ontario College Sector.

**Loyalist College AODA Committee:** Is comprised of stakeholders across functions at the College (i.e. HR, Health, Safety and Wellness, Bancroft campus, Infrastructure and IT facilities, CATL, Enrollment services, Student Success, Marcom, and Procurement). This committee is responsible for providing expertise and/or consultation to update our current multi-year plan to meet Accessibility requirements and to ensure continued compliance with AODA. It is expected that key leads will take the initiative on building AODA best practices as they relate to accessibility and AODA at Loyalist College.

## Loyalist College Multi-Year IASR Plan 2012-16

**Purple** = Customer Service Standard

**Yellow** = General Requirements

**Green** = Information and Communication Standards

**Orange** = Employment Standards

Year	Customer Service Standard	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2010	<b>s. 3 Policies, practices, procedures</b>	<ul style="list-style-type: none"> <li>- Establish college CSS policy.</li> <li>- Post Policy on college AODA Website page.</li> </ul>	<ul style="list-style-type: none"> <li>- Policy written, approved and posted on the Loyalist website page.</li> <li>- To review and share updated policy for college wide consultation and information</li> </ul>	AccessAbility Centre ,Human Resources (HRS) College, Executive Team (CET)	X	X	
2010	<b>s. 4 Use of service animals and support persons</b>	<ul style="list-style-type: none"> <li>- Include a commitment statement in CSS policy.</li> </ul>	<ul style="list-style-type: none"> <li>- Statement included in CSS Policy.</li> <li>- Policy on Service and Support Animals on campus</li> </ul>	AccessAbility Centre, HRS, CET	X	X	
2010	<b>s. 5 Notice of temporary disruptions</b>	<ul style="list-style-type: none"> <li>- Include in CSS policy.</li> <li>- Inform everyone of this obligation.</li> </ul>	<ul style="list-style-type: none"> <li>- Commitment written into policy.</li> <li>- Notice of disruptions placed on AODA website when applicable.</li> <li>- Signage used by facilities services as appropriate.</li> <li>- Ensure regular communication to College Community regarding this obligation</li> </ul>	AODA Committee Facilities Services ITS Dept/Schools	X	X	X
2010	<b>s. 6 Training for Staff</b>	<ul style="list-style-type: none"> <li>- Develop CSS training policy.</li> <li>- Develop CSS training.</li> <li>- Develop process to provide training on an on-going basis.</li> <li>- Develop process to keep records of training, dates and numbers trained.</li> </ul>	<ul style="list-style-type: none"> <li>- Policy on CSS training incorporated into CSS policy.</li> <li>- College-wide directive and information sent regarding obligations for CSS training.</li> <li>- Communicated link to on-line training to all staff.</li> <li>- Integrated the training requirement into the HR hiring practices for all new employees</li> <li>- Regularly report compliance to employees and managers regarded incomplete training.</li> </ul>	AccessAbility Centre HRS CET	X	X	X

Year	Customer Service Standard	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2010	<b>s. 7 Feedback process</b>	<ul style="list-style-type: none"> <li>- Establish a process for feedback.</li> <li>- Set up process on AODA website pages for feedback.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback Form created and posted on the AODA website page.</li> <li>- Tested the feedback process, to ensure it is running smoothly</li> <li>- Review improvements for this annually</li> <li>- Ensure feedback responses are timely.</li> </ul>	AccessAbility Centre HRS	X X X X		
2010	<b>s. 8 Notice of availability of documents</b>	<ul style="list-style-type: none"> <li>- Communicate Policy on AODA Website.</li> </ul>	<ul style="list-style-type: none"> <li>- Resources available through staff portal and AODA web pages on how to create accessible documents.</li> </ul>	AccessAbility Centre HRS	X		
2010	<b>S 9. Format of documents</b>	<ul style="list-style-type: none"> <li>- Alternate format of documents covered by this regulation must take into account person's disability.</li> </ul>	<ul style="list-style-type: none"> <li>- AccessAbility Centre supports requests from students.</li> <li>- Commitment to ensure that all materials are provided in accessible formats upon request.</li> <li>- Delivery of workshops on accessible formats to all faculty and staff.</li> </ul>	AccessAbility Centre Centre for the Advancement of Teaching & Learning (CATL)	X X	X	
Year	Information & Communication Standards	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2012	<b>s. 13 Emergency and public safety information</b>  <i>Make emergency procedure and public safety information accessible upon request</i>	<ul style="list-style-type: none"> <li>- Online feedback mechanisms allow students, employees and the public to offer timely feedback on accessibility issues.</li> </ul>	<ul style="list-style-type: none"> <li>- Emergency procedures documents and are accessible and posted on the AODA Website.</li> <li>- Upgraded all evacuation/emergency signage for the Campus</li> <li>- To develop a communication plan for people to know how to request for customized emergency plan</li> </ul>	Facility Services OH&S AODA –Advisory Committee  Student success and H&S	X X		X

Year	Employment	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2012	<p><b>s. 27 Workplace emergency response information</b></p> <p><i>Provide individualized workplace emergency response information as soon as practicable.</i></p> <p><i>Provide training to person designated to provide assistance upon consent.</i></p> <p><i>Review individualized workplace emergency response information.</i></p>	<ul style="list-style-type: none"> <li>- Employees with disabilities receive an individualized emergency plan (IERP), kept jointly by HR and Security.</li> <li>- Persons providing assistance are informed of plans and their role, and are advised of any changes.</li> <li>- Employees and managers are notified annually to update their plans with HR.</li> </ul>	<ul style="list-style-type: none"> <li>- Developed process when an employee with a disability requires an individualized workplace response plan.</li> <li>- Information located on AODA website page to current practice in regards to Emergency Response practices for employees.</li> <li>- Provide opportunity for personal support as needed in IERP.</li> <li>- Provide training for any persons providing support as part of an accommodation plan/process.</li> <li>- Integrate this obligation into the HR hiring practices for all new employees</li> </ul>	<p>AODA –Advisory Committee</p> <p>OH&amp;S</p> <p>Facility Services</p> <p>HRS</p>	X		
					X		
					X		
					X		
							X
Year	General Requirements	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2013	<p><b>s. 3 Accessibility policies</b></p> <p><i>Develop, implement and maintain policies about what Loyalist will do to meet the IASR requirements and become more accessible.</i></p>	<ul style="list-style-type: none"> <li>- Prepare a Policy.</li> </ul>	<ul style="list-style-type: none"> <li>- Creation of an accessibility policy.</li> <li>- Revise to include general, employment and information and communications standards, in order to comply with IASR.</li> <li>- Provide a consultation period and feedback for the policy.</li> <li>- Communicate the Policy to all staff and post on AODA Website Page.</li> </ul>	HRS	X		
					X		
					X		
					X		

Year	General Requirements	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2013	<p><b>s. 4 Accessibility Plans</b></p> <p><i>Establish multi-year accessibility plan outlining strategic direction to prevent and remove barriers, post plan and make accessible.</i></p> <p><i>Plans be reviewed in consultation with persons with disabilities.</i></p> <p><i>Prepare annual status report on the progress taken, post status report and make accessible.</i></p>	<ul style="list-style-type: none"> <li>- Prepare a 5 Year Multi-Year Plan.</li> <li>- Receive input from consultations with persons with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>- Developed a five- year plan in consultation with key stakeholders, and present to the College Executive Team for approval.</li> <li>- Set-up external AODA website page for 'one-stop' accessibility information for Loyalist and post the Multi-Year Plan on the Website.</li> <li>- Establish an AODA College Committee. Ensure key stakeholders for IASR implementation are members.</li> <li>- Ensure consultation from people with disabilities</li> <li>- Review and update the plan annually to check progress and make ammends if needed.</li> </ul>	<p>HRS</p> <p>AODA –Advisory Committee</p>	X		
					X		
					X		
						X	
							X
					X		

Year	General Requirements	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2013	<p><b>s. 5 Procuring or acquiring goods, services or facilities</b></p> <p><i>Incorporate accessibility criteria and features into purchasing policies and processes, and provide explanation if impracticable.</i></p>	<ul style="list-style-type: none"> <li>- Develop accessibility-related resources and information.</li> </ul>	<ul style="list-style-type: none"> <li>- Developed standard terms and conditions in the College's RFX documents to ensure suppliers are meeting AODA regulations.</li> <li>- Loyalist College has representation on the OCPMA – AODA Sub Committee for Procurement, which is working on a sectorial approach to provide a procurement toolkit.</li> <li>- Create and publish AODA specification criteria specification checklist that will be applied to projects when procuring or acquiring goods, services or facilities through purchasing process.</li> <li>- Make the Procurement Toolkit available on the Purchasing website.</li> <li>- Revise Loyalist College Procurement Policy FIN 200 and procedures to include AODA regulations.</li> <li>- Notify managers of available resources and their responsibility to ensure employees apply guidelines in all department requisitions and offer information sessions as required.</li> </ul>	Procurement AODA Committee	X		
					X		
					X		
					X		
					X		



Year	Information & Communications	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2013	<p><b>s. 16 Training to Educators</b></p> <p><i>Provide accessibility awareness training to educators.</i></p> <p><i>Keep record of training, dates and number of individuals trained.</i></p>	<ul style="list-style-type: none"> <li>- Develop and deliver awareness training to educators.</li> </ul>	<ul style="list-style-type: none"> <li>- Implement the Accessibility Awareness training module from Ontario Colleges Tool Kit for all educators/UDL Presentation.</li> <li>- Pilot the training with Faculty, and various members across the College.</li> <li>- Initiate multi-modal offerings of training on accessibility and UDL for faculty.</li> <li>- Develop a tracking system to ensure college compliance and record tracking.</li> <li>- Create on-going PD for Faculty in UDL.</li> <li>- Integrate this obligation into the HR hiring practices for all new employees</li> <li>- Regularly report compliance to employees regarding incomplete training.</li> </ul>	<p>AODA Committee</p> <p>CATL</p>	X		
					X		
					X		
					X		
					X		
					X		
					X		
Year	General Requirements	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2014	<p><b>s. 7 Training IASR &amp; Ontario Human Rights Code</b></p> <p><i>Train all employees, volunteers, persons developing policies, and all others providing goods and services or facilities</i></p> <p><i>Provide on-going training in respect to any changes.</i></p> <p><i>Keep record of training, dates trained, number trained.</i></p>	<ul style="list-style-type: none"> <li>- All employees will be trained in accessibility and the Human Rights Code.</li> <li>- Source and or develop training to meet requirement.</li> </ul>	<ul style="list-style-type: none"> <li>- Secure training to meet obligation.</li> <li>- Develop a strategy to communicate the training requirements to all employees and volunteers.</li> <li>- Ensure training available to employees and volunteers is in an accessible format.</li> <li>- Develop a tracking system to ensure college compliance.</li> <li>- Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others.</li> <li>- Integrate this obligation into the HR hiring practices for all new employees</li> <li>- Regularly report compliance to employees regarding incomplete training.</li> </ul>	<p>HRS</p> <p>AODA Committee</p>	X	X	
					X		
					X		
					X		
					X		
					X		



Year	Employment	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2014	<p><b>s. 22, 23, 24 Recruitment</b></p> <p><i>Notify applicants about availability of accommodation.</i></p> <p><i>Notify job applicants selected in hiring process that accommodations are available upon request.</i></p> <p><i>Consult with the applicant, or arrange to provide the accommodation.</i></p> <p><i>Notify successful applicants of accommodation policies.</i></p>	<ul style="list-style-type: none"> <li>- Prospective applicants are advised of the availability of accommodations.</li> <li>- Selected applicants are advised of the availability of accommodations.</li> <li>- Applicants with disabilities receive appropriate accommodations.</li> <li>- New employees are advised of the accommodation policy.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure Careers web page, job postings, &amp; email correspondence with applicants. include a statement regarding inclusive hiring practices at the college.</li> <li>- Engage in email correspondence with selected applicants and provide accessibility policy reference.</li> <li>- Review interview and testing procedures for accessibility barriers.</li> <li>- Continue the established 'Best Practice' of offering accommodations to all applicants selected for an interview.</li> <li>- Update hiring package to include information on the accommodation policy.</li> <li>- Draft Accommodation Policy &amp; Procedure.</li> <li>- Develop a workplace accommodation process.</li> </ul>	HRS	X		
2014	<p><b>s. 25, 28 Employee Accommodation</b></p> <p><i>Inform employees of policies supporting employees with disabilities.</i></p> <p><i>Develop written process for individual accommodation plans.</i></p>	<ul style="list-style-type: none"> <li>- Develop a written process for individualized accommodation plans (IAP).</li> <li>- Any employee requiring accommodations has a written plan in their employee medical file.</li> </ul>	<ul style="list-style-type: none"> <li>- Revise HR Policies to include employee supports and post internally and externally.</li> <li>- Revise orientation packages to ensure inclusion of accommodation policies.</li> <li>- Incorporate Training on AODA standards in new employee orientation program.</li> <li>- Develop a written process for IAP.</li> </ul>	HRS	X		

Year	Employment	Deliverables	Activities	Responsibility	Status		
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2014	<p><b>s. 26 Accessible Formats and Communication Supports for Employees</b></p> <p><i>Provide accessible formats and communications supports for job or workplace information.</i></p> <p><i>Consult with employee to determine suitability of format or support.</i></p>	<ul style="list-style-type: none"> <li>- Alternative formats and supports are provided upon request, in consultation with the employee; conversion-ready documents and electronic communications are the established standard for all College communications.</li> <li>- Employees will be consulted with to determine the suitability or support required for communication formats.</li> </ul>	<ul style="list-style-type: none"> <li>- Establish a point of contact for alternate formats and accommodation supports for employees within HR and inform all employees of how to access support.</li> <li>- Encourage all areas of the College to create conversion-ready documents and electronic communications as part of their general professional practice, to eliminate the barriers caused by paper documents and communications.</li> <li>- The communication and accommodation policies will include standards for employees to receive communication supports for job or workplace information which will include a consultative process.</li> </ul>	HRS ITS	X	X	
2014	<p><b>S. 29 Employees returning to Work</b></p> <p><i>Establish a documented return-to-work process.</i></p> <p><i>Process to facilitate RTW and document IAP.</i></p>	<ul style="list-style-type: none"> <li>- Loyalist's Return to Work procedures meets AODA standards.</li> </ul>	<ul style="list-style-type: none"> <li>- Review Loyalist's RTW procedures and revise as necessary. Include steps employer will take and use documented individual accommodation plans as guide.</li> <li>- Communicate to all employees.</li> </ul>	HRS	X	X	

Year	Employment	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2014	<b>s. 30, 31, 32 Performance management, careers development and redeployment</b> <i>Take into account disability and accommodation plan when using performance management, career development and when redeploying employees.</i>	<ul style="list-style-type: none"> <li>- Prepare document outlining process to ensure IAP is involved during career development, advancement process for employees with disabilities, and redeployment.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop a process to address IAP during performance, career development or redeployment.</li> <li>- Develop a communication strategy around college-wide AODA obligations.</li> </ul>	HRS		X	
						X	
Year	Information & Communications	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2015	<b>s. 12 Accessible formats and communication supports</b> <i>Arrange for accessible formats and communication supports (upon request, in a timely manner, at cost that is no more than regular charge to others).</i>	<ul style="list-style-type: none"> <li>- Prepare a process to facilitate this obligation.</li> </ul>	<ul style="list-style-type: none"> <li>- College staff ASL/English Interpreter role.</li> <li>- TTY Service available through AccessAbility Centre and on site phone booth</li> <li>- Ensure all college communications can be provided in accessible formats.</li> <li>- Inform all employees of the range of formats and supports available and how to provide them in consultation with the client.</li> <li>- Develop and disseminate a Guide to Alternate Formats for Loyalist.</li> <li>- Identify web locations for key messaging.</li> <li>- Create a college-wide approach to supporting this obligation.</li> </ul>	AccessAbility centre ITS AODA Committee CATL	X X		
					X		
					X		
						X	
					X		X

Year	Information & Communications	Deliverables	Activities	Responsibility	Status		
					Complete	In Progress	On-going
2015	<p><b>s. 17 Producers of educational or training material</b></p> <p><i>Provide accessible format or conversion-ready textbooks by January 1, 2015.</i></p>	<ul style="list-style-type: none"> <li>- Ensure all producers/suppliers provide accessible conversion ready textbooks/products.</li> </ul>	<ul style="list-style-type: none"> <li>- Access Ability Centre continues to provide support to students.</li> <li>- All College texts, print-based educational or training supplementary learning resources have accessible or conversion-ready versions available upon request.</li> <li>- Create a college-wide approach to supporting this obligation.</li> </ul>	<p>Library Services</p> <p>Bookstore</p> <p>AODA</p> <p>Committee</p> <p>AccessAbility Centre</p>	X		
2015	<p><b>s. 18 Educational Libraries: Print based resources</b></p> <p><i>Provide, procure or acquire accessible or conversion ready format of print-based resources upon request. (Note: Special collections and archival material are exempt).</i></p>	<ul style="list-style-type: none"> <li>- Develop a process to meet this requirement.</li> </ul>	<ul style="list-style-type: none"> <li>- AccessAbility Centre continues to provide support to students.</li> <li>- Loyalist College has representation on the CLO committee, which is working on a sectoral approach to meeting this obligation.</li> </ul>	<p>Library Services</p> <p>AccessAbility Centre</p> <p>AODA</p> <p>Committee</p>	X		
2020-2021	<p><b>s. 18 Educational Libraries: Digital based resources</b></p> <p><i>Provide, procure or acquire accessible or conversion ready format of digital-based resources upon request. (Special collections and archival material are exempt).</i></p>	<ul style="list-style-type: none"> <li>- Develop a process to meet this requirement.</li> </ul>	<ul style="list-style-type: none"> <li>- Library Services and the AccessAbility Centre continue to provide support to students.</li> <li>- Loyalist College has representation on the CLO committee, which is working on a sectoral approach to meeting this obligation.</li> </ul>	<p>Library Services</p> <p>AODA</p> <p>Committee</p>	X		

Year	Information & Communications	Deliverables	Activities	Responsibility	Status		
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2020-2021	<p><b>s. 14 ALL Internet websites and web content (2021)</b></p> <p><i>Must comply with WCAG 2.0 Level AA (excludes live captioning, audio description).</i></p>	<ul style="list-style-type: none"> <li>- All websites and web content to conform to Level AA.</li> </ul>	<ul style="list-style-type: none"> <li>- Create awareness of obligation.</li> <li>- Provide resources.</li> <li>- Ensure website and web content, web applications – Level AA compliant.</li> </ul>	ITS	X X X		